



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending March 31, 2008

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.20	5.80	6.20	5.73
B. Operator Answer Time - Information [730.510(a)(1)]	6.22	4.66	4.21	5.03
C. Repair Office Answer Time [730.510(b)(1)]	10.00	14.00	14.00	12.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	47.00	14.00	15.00	25.33
E. Percent of Service Installations [730.540(a)]	98.87%	100.00%	99.20%	99.35%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.39%	96.60%	96.90%	97.63%
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.42	1.51	1.36	1.76
H. Percent Repeat Trouble Reports [730.545(c)]	8.44%	9.10%	9.00%	8.85%
I. Percent of Installation Trouble Reports [730.545(f)]	2.61%	13.00%	10.00%	8.53%
J. Missed Repair Appointments [730.545(h)]	0	0	2	1
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

Conversion to new systems took place on February 3rd.



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